



Washington Workers Compensation in a Nutshell



Provider Account (<http://www.lni.wa.gov/ClaimsIns/Providers/Become/default.asp>)

In order to be paid for services you will need a provider account with Labor & Industries (L&I).

A provider application can be obtained:

- Online at www.LNI.wa.gov Under Medical Providers-select "Becoming an L&I Provider"
- By contacting Provider Accounts (360) 902-5140 Monday-Friday 8 AM to 5 PM PST/PDT.
- By contacting Provider Hotline at 1-800-848-0811 Monday-Friday 8 AM to 5 PM PST/PDT.

The application process includes verification of your professional and/or business license and agreement to accept our fees as full payment for your services. **Washington law prohibits billing injured workers for the care received for their open, accepted industrial injury or illness claim.**

Provider Topics A-Z (<http://www.lni.wa.gov/ClaimsIns/Providers/ProviderIndex/default.asp>)

Web site lists provider topics with links to web sites with information on the topics.

Fees (<http://www.feeschedules.lni.wa.gov>)

Includes payment policies, all codes, and fees. See

<http://www.lni.wa.gov/Main/ContactInfo/ClaimsIns/FeeSchedules.asp> for contacts if you have questions about our fees, payment policies or fee schedule. You may also order a CD from the warehouse by calling (360) 902-5753 or (360) 902-5754.

We pay:

- Professional services based on Medicare RBRVS with higher conversion factor.
- Hospitals at percentage of allowed charges.
- Pharmacies at the Average Wholesale Price (AWP) less 10% plus a dispensing fee.
- **Local codes for non-RBRVS services, including reporting and case management.**

Time Loss (<http://www.lni.wa.gov/ClaimsIns/Providers/Manage/default.asp>)

If your patient is receiving time loss compensation, we will need to receive periodic reports **at least** every 60 days including:

- Objective findings
- Discuss ability to work
- Physical capacities
- Need for help with return to work or a full work release

You may be asked to complete special forms to identify your patient's physical restrictions as part of a return to work or vocational assistance process. The claim manager may request you complete the Insurer Activity Prescription form (APF). See <http://www.lni.wa.gov/ClaimsIns/Providers/Manage/RTW/ActivityRx/default.asp> for information about the APF.



Washington Workers Compensation in a Nutshell



Reporting (<http://www.lni.wa.gov/ClaimsIns/Providers/Billing/BillLNI/How/default.asp>)

We need periodic reports about how the injured worker's injury is doing so we can pay benefits including your bill. The web page has information on the reports required and on SOAPER format.

The injured worker's claim number must be in the upper right hand corner of every page.

We require a **SOAPER** reporting:

Subjective complaint(s)

Objective finding(s)

Assessment

Plan and progress

Employment/Vocational issues

Restrictions to recovery

Reports and billing documentation for out-of-state claims may be **faxed** to any of the following numbers:

360-902-4566

360-902-4567

360-902-5230

360-902-6460

360-902-4292

360-902-4565

360-902-6252

360-902-6100

Reports and billing documentation can be **mailed** to:

Department of Labor and Industries

PO Box 44291

Olympia WA 98504-4291

Authorization for Care

(<http://www.lni.wa.gov/ClaimsIns/Providers/Manage/PreAuth/default.asp>)

Most conservative care does not require prior authorization. We do require prior authorization for most ancillary services, some higher cost diagnostic services, and most non-emergent surgeries.

See <http://www.lni.wa.gov/ClaimsIns/Providers/Manage/PreAuth/Treatment.asp>. Authorization questions can be answered by the Provider Hotline or the claim manager for your patient. See <http://www.lni.wa.gov/ClaimsIns/Providers/Treatment/default.asp> to review Treatment Guidelines, Coverage Policies, and Provider Bulletins.

Our law does not allow payment for “non-curative” or “palliative” care. Therefore, treatment solely for comfort measures or pain relief is generally not covered.



Washington Workers Compensation in a Nutshell



Authorization for all inpatient stays and select outpatient procedures require Utilization Review

(<http://www.lni.wa.gov/ClaimsIns/Providers/Treatment/UtilReview/default.asp?WT.svl=3>)

All inpatient stays and select outpatient procedures require Utilization Review. Contact Qualis Health to request a review at

1-800-541-2894 or 206-366-3378. Their fax numbers are 1-877-665-0383 or 206-366-3378.

The Qualis Health web site (<http://www.qualishealth.com/cm/washington-landi/tools.cfm>) has important information for the provider including:

- Surgical Review Request Form
- List of Outpatient Procedures requiring Utilization Review
- Procedure Authorization Review Form

L&I sites

Web sites you may find helpful:

- [Managing claims](http://www.lni.wa.gov/ClaimsIns/Providers/Manage/default.asp) - <http://www.lni.wa.gov/ClaimsIns/Providers/Manage/default.asp> - Information to assist providers in managing claims
- [Fee schedule](http://www.lni.wa.gov/ClaimsIns/Providers/Billing/FeeSched/default.asp) - <http://www.lni.wa.gov/ClaimsIns/Providers/Billing/FeeSched/default.asp> - Rules and fee schedules for health care providers treating injured workers
- [Billing L&I](http://www.lni.wa.gov/ClaimsIns/Providers/Billing/default.asp) - <http://www.lni.wa.gov/ClaimsIns/Providers/Billing/default.asp> - Information on how to submit bills to L&I and check the status of your payment
- [Pharmacy Billing](http://www.lni.wa.gov/ClaimsIns/Providers/Treatment/Presc/Billing/default.asp) - <http://www.lni.wa.gov/ClaimsIns/Providers/Treatment/Presc/Billing/default.asp> - Bill L&I for pharmacy services
- [Treatment Guidelines](http://www.lni.wa.gov/ClaimsIns/Providers/Treatment/default.asp) - <http://www.lni.wa.gov/ClaimsIns/Providers/Treatment/default.asp> - Information to assist doctors in treating injured workers
- [Provider bulletins](http://www.lni.wa.gov/ClaimsIns/Providers/Billing/ProvBulletins/default.asp) - <http://www.lni.wa.gov/ClaimsIns/Providers/Billing/ProvBulletins/default.asp> - To announce changes to rules, laws, policies and coverage decisions
- [Provider Topics A-Z](http://www.lni.wa.gov/ClaimsIns/Providers/ProviderIndex/default.asp) - <http://www.lni.wa.gov/ClaimsIns/Providers/ProviderIndex/default.asp> - List of provider topics
- [Provider Accounts](http://www.lni.wa.gov/ClaimsIns/Providers/Become/default.asp) - <http://www.lni.wa.gov/ClaimsIns/Providers/Become/default.asp> - Becoming an L&I provider
- [Form and Publications](http://www.lni.wa.gov/ClaimsIns/Providers/FormPub/default.asp) - <http://www.lni.wa.gov/ClaimsIns/Providers/FormPub/default.asp> - Forms or publications specific to providers



Washington Workers Compensation in a Nutshell



Billing (<http://www.lni.wa.gov/ClaimsIns/Providers/Billing/BillLNI/default.asp>)

We accept:

- CMS1500 forms for most professional and other services.
- UB04 form for hospital services.
- Miscellaneous bill form for transportation, home care and other similar services.
- Point of service billing for pharmacy services; however, we do have a paper bill form for those Providers without point of service availability. See <http://www.lni.wa.gov/ClaimsIns/Providers/Treatment/Presc/Billing/default.asp> for pharmacy billing information.

L&I's Claim and Account Center (CAC) can provide information on the payment status of your bills. See information about how to register to use our online Claim and Account Center <http://www.lni.wa.gov/ORLI/LoGon.asp> See "Quick Billing Tips and FAQ's".

Electronic billing is available for all providers and bill forms. For information on electronic billing see <http://www.lni.wa.gov/ClaimsIns/Providers/Billing/BillLNI/Electronic/default.asp> or call Electronic Billing Unit at (360) 902-6511. Most pharmacy services are billed as point of service; however, we do have a paper bill form for those providers without point of service availability.

Paper bills--To determine which bill form you need, see "Quick Reference Guide – Which Bill Form Do I Use?" below. You can get paper bill forms--except UB04's--free from <http://www.lni.wa.gov/FormPub/default.asp> **Do Not Fax Bills.**

Send original paper bills only to:

Dept of Labor and Industries
PO Box 44269
Olympia WA 98504-4269

UB04 HFCA 1450 forms are available on line at <http://www.lni.wa.gov/FormPub/Detail.asp?DocID=1651>

Quick Reference Guide --Which Bill Form Do I Use?

Provider	Services	Bill Form	Form #
Advanced Registered Nurse Practitioner (ARNP)	Professional & supplies	Statement for Misc. Services	F245-072-000
Adult family home	Room, professional & supplies	Statement for Misc. Services	F245-072-000
Ambulance and other medical transportation	Services and mileage	Statement for Misc. Services	F245-072-000
Ambulatory Surgery Center (ASC)	Professional & supplies	CMS 1500	F245-127-000
Attendant Care (non-agency)	Home health care	Statement for Home Nursing Services	F248-160-000



Washington Workers Compensation in a Nutshell



Provider	Services	Bill Form	Form #
Audiologist	Professional & supplies	CMS 1500	F245-127-000
Boarding Home	Room, professional & supplies	Statement for Misc. Services	F245-072-000
Certified Registered Nurse Anesthetist (CRNA)	Professional & supplies	Statement for Misc. Services	F245-072-000
Chiropractor	Professional & supplies	CMS 1500	F245-127-000
Clinic: <ul style="list-style-type: none"> ➤ Chiropractic ➤ MD/DO ➤ Naturopathic ➤ Physical Therapy 	Professional & supplies	CMS 1500	F245-127-000
Dentist	Professional & supplies	Statement for Misc. Services	F245-072-000
Durable Medical Equipment (DME)	Professional & supplies	Statement for Misc. Services	F245-072-000
Drug & Alcohol Treatment	Professional & supplies	Statement for Misc. Services	F245-072-000
Free Standing Emergency Room	Room, Technical component services & supplies	UB 04	Provider supplied
Hearing Aid Fitter/Dispenser	Professional & supplies	Statement for Misc. Services	F245-072-000
Home Health Care (agency)	Home health care & therapy services	Statement for Misc. Services	F245-072-000
Home Infusion Therapy	Professional Services	Statement for Misc. Services	F245-072-000
	Injectable & Infusion medications	Statement for Pharmacy Services	F245-072-000
Home Modification	Professional & supplies	Statement for Misc. Services	F245-072-000
Hospice Care--home	Professional & supplies	Statement for Misc. Services	F245-072-000
Hospice Care—facility	Room, professional & supplies	Statement for Misc. Services	F245-072-000
Hospital inpatient/outpatient	Room, Technical component services & supplies	UB 04	Provider supplied
Interpretive Services	Professional	Statement for Misc. Services	F245-072-000
Laboratories	Professional & technical	CMS 1500	F245-127-000
Licensed Massage Therapy	Professional & supplies	Statement for Misc. Services	F245-072-000



Washington Workers Compensation in a Nutshell



Provider	Services	Bill Form	Form #
Lodging/Meal Services	Services & supplies	Statement for Misc. Services	F245-072-000
MD or DO Physician <ul style="list-style-type: none"> ➤ Primary care ➤ Specialty care ➤ Emergency Room care ➤ Independent Medical Examiners 	Professional & supplies	CMS 1500	F245-127-000
Naturopathic Physician	Professional & supplies	CMS 1500	F245-127-000
Nurse Case Management	Professional	Statement for Misc. Services	F245-072-000
		CMS 1500	F245-127-000
Nursing care in home by LPN	Professional & supplies	Statement for Misc. Services	F245-072-000
Obesity Treatment	Professional	Statement for Misc. Services	F245-072-000
Occupational Therapy	Professional & supplies	Statement for Misc. Services	F245-072-000
	Vocational Support Services	Statement for Misc. Services	F245-072-000
Optometry/Optician	Professional & supplies	Statement for Misc. Services	F245-072-000
Out Patient Pain Management	Professional & supplies	CMS 1500	F245-127-000
Pathologist	Professional & supplies	CMS 1500	F245-127-000
Pharmacy Services	Prescriptions & OTC medications written on prescription forms	Point of Sale	Electronic bill
		Statement for Pharmacy Services	F245-072-000
	Compound Prescriptions	Statement for Compound Prescriptions	F245-010-000
	DME & supplies	Statement for Misc. Services	F245-072-000
	Infusion therapy supplies	Point of Sale	Electronic bill
		Statement for Pharmacy Services	F245-072-000
Physician Assistant	Professional & supplies	CMS 1500	F245-127-000
Physical Therapist	Professional & supplies	CMS 1500	F245-127-000
	Vocational Support Services	Statement for Misc. Services	F245-072-000



Washington Workers Compensation in a Nutshell



Provider	Services	Bill Form	Form #
Podiatric Physician	Professional & supplies	CMS 1500	F245-127-000
Pre-Job Accommodation	Professional & supplies	Statement for Retraining and Job Modification Services	F245-030-000
Prosthetist/Orthotist	Professional & supplies	Statement for Misc. Services	F245-072-000
Psychologist	Professional & supplies	CMS 1500	F245-127-000
Radiologist	Professional, technical & supplies	CMS 1500	F245-127-000
Registered Dietician	Professional	Statement for Misc. Services	F245-072-000
Registered Nurse	Professional & supplies	Statement for Misc. Services	F245-072-000
Respiratory Therapist	Professional & supplies	CMS 1500	F245-127-000
Retraining and Job Modification	Tuition, books, fees and supplies	Statement for Retraining and Job Modification Services	F245-030-000
Skilled Nursing Facility (Nursing Home)	Room, Professional & Supplies	Statement for Misc. Services	F245-072-000
Speech Therapist	Professional & supplies	Statement for Misc. Services	F245-072-000
Transportation—Airfare, bus, taxi, train, ferry, etc.	Services & mileage	Statement for Misc. Services	F245-072-000
Vehicle Modification	Professional & supplies	Statement for Misc. Services	F245-072-000
Vocational Rehabilitation Services	Professional	Statement for Misc. Services	F245-072-000
Work Hardening	Professional & supplies Physical Therapists	CMS 1500	F245-127-000
	Professional & supplies Occupational Therapists	Statement for Misc. Services	F245-072-000
	Professional & supplies Hospital based	UB 04	Provider supplied
Travel Reimbursement for Injured Worker	Travel for health care	Injured Worker Travel Expense Voucher	F245-145-000



Washington Workers Compensation in a Nutshell



Quick Reference Guide Billing Documentation Required

The injured worker's claim number must be in the upper right hand corner of every page.

Service	Requirements
Office Visits	Office/chart notes.
Chiropractic Care Visit	Office/chart notes.
Case Management and Telephone Calls	Documentation in record should include: <ul style="list-style-type: none"> ➤ Date ➤ Participants and their titles ➤ The length of call or visit ➤ The nature of call or visit ➤ Any decisions made during call or visit.
Consultation	Narrative consultation report due to insurer within 15 days of consult.
Critical Care	Narrative report or daily chart notes.
Emergency Room Services	ER report/notes in the hospital record.
Prolonged Services	Narrative or office/chart notes showing dates and times.
Hospital Services	History and Physical report and daily chart notes and narrative reports
Surgery	Surgery report.
Anesthesia	Anesthesia report including documentation of anesthesia time.
Lab	Lab report showing results.
Radiology	Radiology report showing findings.
Diagnostic study (other than lab or x-ray)	Report of findings.
Nurse Case Management	Case records
Nursing Facility	Narrative or interval progress notes.
Psychiatric or Psychological Services	Narrative report.
Standby	Narrative report or office/chart notes showing dates, time and reason
Interpretive Services	Interpretive Services Appointment Record - L&I form #F245-056-000 or provider's encounter form with same information.
Transportation Services	Date, elapsed time and mileage.
Independent Medical Exam	Narrative report and copies of any diagnostic studies completed.

The injured worker's claim number must be in the upper right hand corner of every page.

Send reports and billing documentation to:

Department of Labor and Industries
PO Box 44291
Olympia WA 98504-4291



Washington Workers Compensation in a Nutshell



Vocational Rehabilitation

(<http://www.lni.wa.gov/ClaimsIns/Providers/Manage/RTW/default.asp>)

If your patient is unable to return to work due to their injury/illness, they may qualify for vocational rehabilitation assistance. Return to work assistance, job placement, on the job training and formal education may be available. Job modification equipment can also be provided for either a new job or training.

For workers whose retraining plan is approved after January 1, 2008, the worker must choose between 2 options.

Option 1 - Worker moves ahead with the vocational plan. The plan is limited to a maximum of 2 years and cannot exceed a specific amount in total costs. (Contact the Claim Manager for the current amount.) Under Option 1, they continue to receive time-loss and medical benefits for the injury or occupational disease during the training, as long as they participate and meet all the requirements in their accountability agreement.

Option 2 – The claim is closed and the worker receives a vocational award of an amount equal to six months of time-loss compensation. Under Option 2, the worker can seek training, for up to 5 years. Vocational funds of up to a specific amount (Contact the Claim Manager for the current amount) will be available to them and can be used for tuition or training and certain related costs at an accredited, licensed or L&I-approved institution or program. The retraining goal or program they choose does not have to be the same as the one that L&I approved.

Continuing Education Opportunities

Several of our publications offer Continuing Medical Education (CME) Category 1 credit for reading the material and completing a self assessment examination. The self assessment exam is included in the specific materials.

Materials offering CME credit include:

- Attending Doctor Handbook <http://www.lni.wa.gov/FormPub/Detail.asp?DocID=1669> (# F252-004-000)
- Return to Work Desk Reference <http://www.lni.wa.gov/FormPub/Detail.asp?DocID=1492> (# F200-002-000)
- Medical Examiner's Handbook <http://www.lni.wa.gov/FormPub/Detail.asp?DocID=1668> (form #F252-001-000)

Forms and Publications (<http://www.lni.wa.gov/ClaimsIns/Providers/FormPub/default.asp>)

Links to forms or publications specific to providers. You may order paper copies of many forms from the warehouse by calling (360) 902-5753 or (360) 902-5754.

Closed Claim

Prosthetics may be replaced or repaired on a closed claim. Call the claim manager for assistance. File an "Application to Reopen Claim Due to Worsening Condition" form F242-079-000 to apply to reopen a closed claim.



Washington Workers Compensation in a Nutshell



Pension claim

Although a pension claim is closed, it may have a treatment order. Call the claim manager to check on the status of a pension claim and what treatment will be covered. Scheduled drugs are not covered on a pension claim.

Staff Resources

(<http://www.lni.wa.gov/Main/ContactInfo/ClaimsIns/ManageInjuredWorkers.asp?RefererID=22200000>)

If you have questions about our program or want to talk to someone about care or other issues, we have staff available to discuss both general questions and case specific issues:

Staff Resource	Contact information
Out-of-state Claim Managers	(360) 902-5599
Out-of-state Claim Supervisor	(360) 902-6087
Out-of-state Occupational Nurse Consultant	(360) 902-5030
Medical Consultant	(360) 902-4256
Chiropractic Consultant	(360) 902-5023
Out-of-state Vocational Consultant	(360) 902-4396
Provider Hotline	1-800-848-0811



Washington Workers Compensation in a Nutshell



Signing up for the Claim & Account Center

L&I's Claim and Account Center (CAC) can provide information on the payment status of your bills. See information about how to register to use our online Claim and Account Center below and at <http://www.lni.wa.gov/ORLI/LoGon.asp>. See "Quick Billing Tips and FAQ's".

Attending Doctors/ARNPs will need the following information to sign up:

- Federal Tax ID number or social security number
- Individual L&I provider number
- Claim number of claim for which L&I lists you as the current attending doctor/ARNP.

Step-by-step instructions to sign up for the Claim & Account Center

1. Go to the SecureAccess Washington website – <http://secureaccess.wa.gov/>. Click on the link titled "Register for SecureAccess Washington."
2. Complete the registration form and click "Register" when you've finished.
3. You'll receive an e-mail from SecureAccess that asks you to activate your account. Click on the link provided in the e-mail.
4. The SecureAccess page says your registration was successful and asks you to LOGIN.
5. Log in with your user ID and password. You'll go to the Services page.
6. On the Services page, click on "AddService" button. (Hint: it's on the left side of the page.)
7. On the Add Service page, look for "Labor & Industries" from the list of agencies and click "view."
8. On the "Apply for access to a service" page, look for Claim & Account Center and click "apply."
9. Follow the four steps to create your secure L&I profile.
10. After you've finished creating your profile you can click on the link titled "Claim & Account Center" to access your claim or account information.

To obtain claim payment information:

1. Go to <http://secureaccess.wa.gov>
2. Click on "Login to SecureAccess!"
3. Enter your user ID and password.
4. Select the link titled "Claim and Account Center".
5. On the left side of the page, select the "Claim Payments" link.
6. Select "Medical bills & payments"
7. Enter the claim number for the claim you are interested in and click on "get claim".
8. Select a time frame that you wish to review. To limit the results to only a specific provider or a specific type of bill (e.g. pharmacy, practitioner, vocational rehab) select the appropriate fields in the drop-down box.
9. Click on "get payments".



Washington Workers Compensation in a Nutshell



Obtaining access to Claim & Account Center when you are not the attending provider of record

If you are not the attending doctor/ARNP:

1. Effective May, 2009 the claim manager may grant providers with a L&I provider number time limited access to a claim file

OR

2. You will need to request access from the injured worker.
3. The worker will need to register themselves in the Claim & Account Center.
4. When you register you will need to select the relationship of Injured Worker Authorized Delegate (Not attending Doctor/ARNP).
5. You will enter the claim ID of the worker whose information you'd like to access.
6. An email will be sent to the worker notifying them that you have requested access to their information.
7. The worker will then have to log back into the Claim & Account Center and approve your request.

The worker can give you access to all of their claims – or only to those claims that they specify. They can also remove your access at any time.

For questions, please call the Claim & Account Center Customer Support at (360) 902-5999 between 8 a.m. and 5 p.m.